

## **Browser Support**

*The Online Payment Program supports all versions of Internet Explorer™ and Firefox™ browsers which are supported by their respective suppliers (Microsoft and Mozilla respectively). Other browsers and older versions of the supported browsers may be able to be used, but have not been tested.*

## **HOW THE ONLINE PAYMENT PROGRAM WORKS**

### **Can I still pay my bill with a check?**

Yes. You may mail a check to our address that is listed on your bill. Please be sure to print your Account Number on your check so that we can post the payment to your account as soon as possible.

### **How do I cancel this service?**

In order to cancel you must first log in. Once you are logged in, click the Cancel Online Payment Program link on the Profile page to initiate your cancellation request. You will continue to have access to the Online Payment Program for 30 days after submitting your cancellation.

### **How can I retain a copy of the Terms and Conditions?**

You may print the Terms and Conditions page during registration or click the Terms and Conditions link in the left navigation.

### **When will the money leave my account and when do you credit my account?**

We submit your payment request for processing one day prior to the scheduled date. Your checking account will typically be deducted on the scheduled date, but in some cases it could be a day or two later depending on how quickly your bank processes the request. We will post your payment to our billing system on the scheduled date.

### **Do I get a confirmation number right away when I make a payment?**

Yes. When you confirm your payment request, we will present you with a confirmation number. You may find your confirmation number at any time by clicking the payment record on the Payment History page.

## **HOW TO'S**

### **How can I get a question answered right away?**

First, take a look through these FAQs to see if we've already provided an answer to your question. If you don't find the answer here, please contact Customer Service.

### **How do I set up or change my funding account information?**

You may change your online payment instruments at any time by clicking on the Payment Instruments link. Additional contact information is available on the Customer Service page.

### **Can I use a bank account or credit card to make a payment?**

Yes. You may set up your payment instrument through the Payment Instruments page. You may also set up as many payment instruments as you like for greater convenience in paying your bills from different accounts.

### **How do I edit a payment after I have made it?**

- ✓ You may modify or cancel an ACH payment up to one banking business day before the scheduled payment date.
- ✓ You may modify or cancel a Credit Card payment up to the day of the scheduled payment date, before the cutoff time.
- ✓ Find your payment on the Payment History page and click either Modify or Cancel depending on what you would like to do.

### **How do I resolve disputes regarding my payments or account?**

To submit a dispute or inquiry against your account, you may either send us an e-mail with the relevant information or contact us. Contact information is available on the Customer Service page.

### **WHAT IF'S...**

#### **If I cancel the Online Payment Program, what happens to my personal information and payment data?**

You will have access to the Online Payment Program for 30 days after submitting your cancellation. This allows you to view your historical data or pay your most recent bill.

#### **Is cancellation immediate?**

No. There is a 30-day grace period, during which you can continue to view your payments. At the end of the grace period, cancellation will be complete.

#### **If I have a problem, who do I contact?**

Please contact Customer Service

#### **If the service or my internet service is down, who do I contact?**

Please contact Customer Service.

#### **If I lose internet access in the middle of submitting a payment, what do I do?**

A payment transaction is only completed once you've received a confirmation page with a confirmation number. All transactions are generally lost when your session is terminated for any reason. If you are unsure if your payment request has been processed, check the history pages where successful payments requests are recorded prior to making another payment.

## **PRIVACY AND SECURITY**

### **How will my Payment Instruments be protected?**

We store your Payment Instruments in an encrypted format in our database that is secured from outside parties.

### **What happens to my personal information and payment data if I cancel?**

You will have access to the Online Payment Program for 30 days after submitting your cancellation. This allows you to view your historical data or pay your most recent bill.

### **How will my personal information be used?**

Your personal information will be used to activate your account for the Online Payment Program. We do not sell your personal information to third parties who send unsolicited information.

### **Can I opt out of having my personal information used at all?**

Your personal information is required for the processing, presentment, and payment of your bills.

### **Will I get more "spam" by signing up for this service?**

No. The only information that will be sent to you will be related to your Online Payment Program service. We do not sell your personal information to third parties who send unsolicited information.

### **How can I change my personal information?**

Please contact Customer Service.

### **How will my financial information be protected?**

We store your financial information in an encrypted format in our database that is secured from outside parties. Your financial account information will be partially masked (e.g., XXXXXX1234) whenever presented on the website. When we process your payment, we encrypt the financial information and transmit the data to the banking network through a secure connection. [Click here](#) to find out more about encryption and security.

### **How can I change my personal information?**

To change your account information, click the Profile page. To change your financial information, click the Payment Instruments page. Modify your information, and click the Next button in order to process your request.